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No. 37 July 1992 Oppenheimer Software

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This is the thirty seventh edition of the Periodic Electronic Newsletter (PEN)
for MCI Mail users assigned to Oppenheimer Software (MCI Mail agency NY4).
You may respond to the PEN by typing ANSWER at the COMMAND; line that appears after you read this. This mailbox (218-0241) is toll free - you may write to it as often as you wish, at no charge! (Please note that you may order a toll free mail box - contact Oppenheimer Software for more information.)

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>>>>>>>>>>>>>>>>>>>>
NOTE FROM THE EDITOR
>>>>>>>>>>>>>>>>>>>>

You are going to notice a recurring phrase in this issue of the PEN newsletter:
July 1.

Normally, the publication frequency of the PEN would have required distribution in June. However, as the many enhancements described below were scheduled for release on July 1, we decided to "hold the press" until that date.

Our normal publication schedule will resume with the next issue.

>>>>>>>>>>>>>>>>
EXPANDED SUPPORT
>>>>>>>>>>>>>>>>

Oppenheimer Software is delighted announce that Carol Hayes is now staffing the customer support mailbox for MCI Mail customers assigned to this agency.

Carol has been answering MCI Mail related questions for several years, and brings to you a wealth of information and experience.

You may e-mail her at 234-9875, or call her business hours at 301-695-5378.

>>>>>>>>>>>>>>>>>>>>>
NEED ANOTHER MAILBOX?
>>>>>>>>>>>>>>>>>>>>>

Need another mailbox or account on MCI Mail? A SCRIPT called NEWUSER allows you to register new mailboxes or accounts on MCI Mail, or provide a referral for others needing information. To use this feature, at the Command; prompt, type:

CREATE USING NEWUSER {ENTER}

Answer all questions, and follow the instructions at the end of the SCRIPT. You will be notified when the new mailbox/account is active.

The NEWUSER script has been in use for over two years. Hundreds of new accounts set up with the SCRIPT, have been up and running, usually overnight.

Note. . . If you access MCI Mail via Lotus Express, Desktop Express or any of MCI Mail's LINK products, you may send the name, address and phone number of the referral to mailbox 218-0241. We will contact them immediately and arrange for the account or mailbox.

>>>>>>>>>>>>>>>>>>>>>>>>
PRODUCT INFORMATION FORUM
>>>>>>>>>>>>>>>>>>>>>>>>

Businesses in the know sponsor lunchtime vendor forums. These meetings provide an opportunity for the area managers to become familiar with new services and products in a casual setting without taking time off to visit trade shows.

Managers and employees get a chance to learn about cost saving technologies used in other areas of the company through informal discussions, and question and answer periods.

If you would like to have an MCI Mail representative come to one of your forums, please message us at mailbox 218-0241.

>>>>>>>>>>>>>>>>>>>>>>>
MCI AND YOUR FAX MACHINE
>>>>>>>>>>>>>>>>>>>>>>>

MCI Mail Fax Dispatch offers superb text quality and exceptional ease for computer originated faxes. However, some faxes MUST be sent from a fax machine - original documents with signatures, newsletters composed with desktop publishing software, charts and illustrations, to name a few.

MCI Fax Broadcast is the ideal service to help you with those faxing needs. If you are sending a single fax, or broadcasting the fax to 100 recipients, MCI Fax Broadcast provides toll free access, six second incremental billing, custom cover sheets, 24 hours of retries, status and accounting reports and access controls - all from your fax machine.

Distribution lists can be stored on MCI (note - MCI Mail Fax Dispatch and MCI Fax Broadcast lists are not interchangeable), and free software is available to help you maintain those lists.

There is no registration fee for MCI Fax Broadcast - you pay only for what you send, when you send it.

If you are interested in learning more about MCI Fax Broadcast, please e-mail your fax number to mailbox 218-0241.

>>>>>>>>>>>>>>>>
9600 BAUD ACCESS
>>>>>>>>>>>>>>>>

Try to imagine a ten mile commute to work - on foot, or a business meeting 300 miles away by horseback, or a vacation across the ocean by a sailing vessel.

If these thoughts now bring forth pleasant images of a time when life proceeded at a slower pace, it was not because the people of yesteryear wanted it that way. If these people had not sought to quicken their travel and to make it more comfortable, cars and planes would not have grown in popularity to become an everyday mode of transportation.

Now try to imagine (or of you are old enough, remember) 110 baud modems. You may well have been sitting at an teletype machine banging away at a blazing 10 characters per second. It took 8 seconds to print a whole line (not including the delay needed for the carriage return). Printing out the typical PEN newsletter would take about one hour.

As time went on, the marketplace progressed to 300, 1200 and then 2400 baud modems. Not too long ago, MCI Mail introduced 2400 baud access with MNP/5 - allowing a throughput equivalent to about 4800 baud. These speeds were

sufficient for most messaging applications, but were often a bit slow for larger file transfers. Large Lotus 123 spreadsheets or database files could take an hour or more to transmit.

On July 1, MCI Mail introduced a 100% improvement in speed - 9600 baud access.

A special toll free number is available for 9600 baud access:
1-800-967-9600

From outside the USA, you can use 1-202-467-6667.

The setting are 8 bit, 1 stop, no parity and XON/XOFF enabled. This access conforms to the CCITT V.32 modem standard. Not all 9600 baud modems use this standard - you should check the documentation supplied with your modem or contact the supplier to verify that V.32 is supported.

This access supports the MNP4 error correcting protocol (which is compatible with the CCITT V.42 standard); the MNP5 data compression protocol is not supported at this time.

Access to this line requires an 9600 baud (or faster) modem.... slower modems are not able to connect to this number.

What does 9600 baud access offer you? It offers the opportunity to start using MCI Mail for transmitting larger word processing, database, program and graphics files without undue delays. When used with the ZMODEM protocol (see PROTOCOLS in this issue of the PEN newsletter), you can transmit 1 megabyte (one million bytes) in a little more than 15 minutes. With the old 110 baud access, a megabyte took about 28 hours! At an average speed of 950 bytes per second, the entire PEN newsletter can be downloaded in about 30 seconds.

How much extra does 9600 baud access cost? Nothing. MCI Mail does not charge for online access time.

How much will 9600 baud save you? It depends on how you value your time.

Due to the high speed at which data is being transmitted and received, proper modem settings can be much more critical than at 1200 or 2400 baud.

The following modem parameter settings are recommended. The item in parentheses is the 'AT' command most often used to set this parameter; the actual settings for your modem may be different, so you should refer to your modem manual to determine the correct way to set your modem to conform to these settings:

(\A3)	Maximum MNP block size:	1024 bytes
(\C0)	Set auto-reliable buffer:	Disabled
(%E1)	Auto retrain:	Enabled
(\G0)	Modem-to-modem flow control:	Disabled
(\J0)	Serial data rate adjustment:	DTE, DTE rates are independent
(\N3)	Connection type:	Auto-reliable
(\Q1)	Serial port flow control:	Bi-directional XON/XOFF
(\X1)	XON/XOFF pass-through:	Recognize and pass through

If you use Lotus Express or other gateway communications products, you will need to disable software error correction (in Lotus Express, set Protocol to NONE) and alter your connection string. This may require some experimentation as different high speed modems will require slightly different connection strings. Some examples are:

```
ATDT@n|{CONNECT}|~|~|@m
ATDT@n|{CONNECT}|~@m
AT\N3\Q1\X1Q0X1DT@n|{CONNECT}~|@m
ATE1V1X1|~~ATDT@n|~~{CONNECT}@m
```

>>>>>>>>>>>>>
BINARY PRIMER
>>>>>>>>>>>>>

If you have been using MCI Mail only for sending ASCII messages, this will be welcome news for you.... you can now send BINARY files over MCI Mail using most conventional communications programs.

What is ASCII? It is the acronym for the American Standard Code for Information Interchange. What is an ASCII file? It is a file that contains only the characters A-Z, 0-9 and basic punctuation. You may also know them as TEXT file or NON-DOCUMENT files. If you were to use the DOS "type" command on an ASCII file, the information displayed would be easily readable.

Examples of ASCII files are your AUTOEXEC.BAT file, as well as most files with a TXT or ASC extension.

A Binary file is a file containing ASCII data plus other largely unprintable characters. These characters may be special codes to designate a font in a word processing file, an equation in a spreadsheet file, CAD/CAM data or information in a database file. If you were to use the DOS "type" command on a Binary file, much of the data would be garbled and difficult to interpret. Examples of Binary files would be those with extensions like EXE, COM, WK1, DBF to name a few.

Since Binary files are supersets of ASCII files, you may consider *every* file in your computer to be a binary file, even those that contain only ASCII data.

Why the lesson on ASCII vs. Binary files?

In the past, special software, such as Lotus Express or Norton Commander was required for sending binary data over MCI Mail in an error protected mode. Many MCI Mail subscribers using their favorite communications programs, such as Crosstalk or Procomm, or non MS-DOS systems such as Macintosh, WINDOWS or OS2 were unable to send Binary files, and risked data corruption when sending ASCII data unless they were using an error correcting modem.

On July 1, MCI Mail introduced three new protocols for sending data - KERMIT and ZMODEM and TEXT. The first protocols are found in most communications programs (see table below) and will release non Express/Commander users from their prior restraints, while Express/Commander users will find improved throughput in the ZMODEM protocol. The TEXT protocol is found in every

communications program and has been available to MCI Mail users in the past in the form of the /UPLOAD command.

This table of popular communications programs is not exhaustive, but it provides a wide enough variety for you to choose from to get you up and running.

Software	Operating System	ZMODEM	Kermit
Bitcom3	DOS	No	Yes
Carbon Copy+	DOS	No	Yes
CCExpress	DOS	No	Yes
Communicator	DOS	Yes	Yes
COMMX	DOS	No	Yes
HyperAccess	DOS	No	Yes
MS-DOS Kermit	DOS	No	Yes
MicroPhoneII	MAC	Yes	Yes
Mirror II	DOS	Yes	Yes
PC Partner	DOS	No	Yes
PC-TALK 4	DOS	No	Yes
PC-TERM	DOS	No	Yes
Procomm	DOS	Yes	Yes
Procomm Plus	DOS	Yes	Yes
Relay Silver	DOS	No	Yes
Smartcomm III	DOS & MAC	No	Yes
Softerm PC	DOS	No	Yes
Telix	DOS	Yes	Yes
Unicom 2.0	Windows	Yes	Yes
XTalk for Windows	Windows	Yes	Yes
XTalk XVI	DOS	No	Yes
XTalk Mk.4	DOS	Yes	Yes

Even if you are sending ASCII data, Kermit and ZMODEM can protect your data from noise on the line.

Files sent using ZMODEM or Kermit are referred to as "attachments" because they are "attached to" or linked to a regular message. The recipient of the message must use either of the protocols, or Express/Commander, or a similar product to read the message. If the recipient is using a dumb terminal, the attachment will not be readable. Furthermore, attachments can not be sent to fax machines, telex terminals or to the MCI Mail hardcopy delivery service... only to another e-mail users.

Files sent using the TEXT protocol are not attachments, and can be sent to fax machines, telex terminals and to the MCI Mail hardcopy delivery services. The TEXT protocol has no error correction.

All MCI mailboxes have been preconfigured with the TEXT protocol. Before using the ZMODEM or Kermit protocols, you will want to select which one you plan to use, and modify your online ACCOUNT setting to reflect that selection. Wherever possible, try to use software that supports ZMODEM... it is quite a bit faster than Kermit. In informal tests, we found that we were able to transmit over s 9600 baud modem at nearly 950 bytes per second using ZMODEM.

Of course, if you plan to continue using Lotus Express or Norton Commander for file transfers, you do not need to make any changes to your ACCOUNT setting.

To do this, log onto MCI Mail. At the Command; prompt, type ACCOUNT and follow the dialogue below:

MCI Mail Displays	You Type
Command;	ACCOUNT
Do you wish to see your current ACCOUNT settings?	NO
ACCOUNT setting you wish to change:	PROTOCOL
File transfer protocol:	ZMODEM (or Kermit)
ACCOUNT setting you wish to change:	{press Enter}
Are settings PERManent or TEMPorary:	PERMANENT
New ACCOUNT settings are now in effect.	
Command;	

Once your have selected your protocol, you are ready to send and receive files.

>>>>>>>>>>>>>>>
UPLOADING FILES
>>>>>>>>>>>>>>>

To upload (send from your PC to MCI Mail) a file, CREATE the message in the usual way by entering the To;, CC; and Subject; fields. You may want to type in a cover note telling the recipient that they need to unattach (i.e. download) the attached file to access it.

When you are ready to upload the file, type:

/UPLOAD BINARY

You may choose to specify the protocol by typing

/UPLOAD BINARY ZMODEM or /UPLOAD BINARY KERMIT

but this is unnecessary of you have specified your choice previously in the ACCOUNT command described above.

If you are sending to a fax machine, telex terminal or to the MCI Mail hardcopy delivery services, you will want to use
/UPLOAD TEXT

When you upload a file you may optionally assign a label to the file you are uploading. MCI Mail will allow you to have labels containing up to 30 characters and spaces. Labels containing spaces must be in double quotes. For example:

/UPLOAD ZMODEM BINARY:"SAMPLE ONE.WK1"
or
/UPLOAD KERMIT BINARY:MYFILE.EXE

For ZMODEM, the label is blank if one is not given. For all other protocols the default label is taken from the filename provided during file transfer.

Once you have entered the /UPLOAD command, you must now instruct your communications program to transmit the file[s]. This command will vary from program to program. For example Procomm and Telix use the {page up} key, while Crosstalk requires the use of the {escape} key followed by additional commands. Please refer to your software manual for upload instructions.

Most program will provide some sort of status window to keep you informed of the number of bytes sent, and the time remaining.

When the upload has completed:

if you used /UPLOAD TEXT
type /UPLOAD OFF

if you used /UPLOAD BINARY
you will be returned to the regular MCI Mail editing screen.

To post your message and send it to the recipient, press {enter}/{enter} as you normally would.

NOTE: ZMODEM or Kermit protocols will allow for multiple files to be uploaded simultaneously - referred to as batch mode, while TEXT allows only for one message at a time.

>>>>>>>>>>>>>>>>>
DOWNLOADING FILES
>>>>>>>>>>>>>>>>>

To download (send from MCI Mail to your PC) a file, SCAN your inbox, outbox or desk and make note of the message number[s] that you want to download.

Ordinary messages, and those uploaded with the /UPLOAD TEXT command can be read directly on the screen.

Binary files uploaded with Kermit or ZMODEM can not be read on the screen, although you can read the envelope, and any cover note sent with the files.

When downloading messages, the information will be transferred as follows:

* the first file will contain the envelope and initial message text from each message being downloaded.

* additional binary or text message segments will then be transferred as separate files.

To download the file[s] type
DOWNLOAD {scan numbers[s]} {protocol} at the Command; prompt.

Examples are:
Command; DOWNLOAD 3
Command; DOWNLOAD 2-4 ZMODEM

You do not need to specify the protocol if you have already specified it in your ACCOUNT setting as described above.

MCI Mail indicate how many files are contained in the DOWNLOAD transfer. In addition, you will receive an itemized list of the text and binary segments contained in each file to be downloaded.

When prompted, enter a filename for each file you will download.

When all files are ready to transfer, press RETURN to begin. During the transfer process, MCI will notify you when each file has been successfully transmitted.

If you are using TEXT or you will limited to downloading one file at a time. After each file is transmitted, MCI will prompt you to press RETURN to begin the DOWNLOAD of the next file.

If you are using ZMODEM or Kermit, MCI will prompt you for filenames for each of the various text and binary message segments and download all files simultaneously.

MCI will notify you when your download request is complete.

>>>>>>>>>>>>>>>>>>>>>>>>>>>
E-MAIL PRICES ARE DROPPING!
>>>>>>>>>>>>>>>>>>>>>>>>>>>

On July 1, MCI Mail revamped its pricing of electronic mail to be based on kilocharacter increments. For many users, the change will result in a reduced MCI Mail invoice.

New Instant Letter pricing is based on the following charges for each message increment.

1st 500 characters	$0.50
2nd 500 characters	add 0.10
1001 to 10000 characters	add 0.10/1000 characters
Over 10000 characters	add 0.05/1000 characters

For example, the price of a 35,347 character message is determined as follows:

Message Price	
First 500 characters	$ 0.50
501-1000 characters	0.10
1001-10,000 characters at 0.10/1000	0.90
Over 10,000 characters at 0.05/1000	1.30
Total price of the message	$ 2.80

Under the previous pricing structure, the 35,347 character message would have cost $5.00.

Although the first 500 characters is $.05 more, the steps between subsequent message sizes has been greatly reduced, and that will result in significant savings for you. As your message or file gets larger, the amount of the savings increases. For example, sending a 100K message (previously $14) is only $6, while sending a megabyte file (previously $136) is not $51.

Additionally, if you use the Preferred Pricing option, the single message size has been revised to 5000 characters. Every additional 5000 characters will count as a new message.

>>>>>>>>>>>>>>>>>>>>>>>>
NEW FAX DISPATCH OPTIONS
>>>>>>>>>>>>>>>>>>>>>>>>

Fax dispatch continues to change and improve to meet your needs. This month, Fax Dispatch has been enhanced with:
NO COVERpage option
Page HEADER option
Optional page NUMBERing
PORTRAIT or LANDSCAPE formats

>>>>>>>>>>>>>>>>>>>>
NO COVER PAGE OPTION
>>>>>>>>>>>>>>>>>>>>

You can now suppress the generation of the Fax Dispatch cover page on a per message basis by specifying NO COVER at the Handling: prompt. This will prevent all fax recipients from receiving a cover page.

Additionally, you have the option to suppress the generation of the Fax Dispatch cover page on a per recipient basis by specifying NO COVER at the TO: and/or CC: prompts. This will prevent only specified recipients from receiving a cover page.

The default is the automatic generation of a cover page, so you must specifically state the NO COVER option either on a per message basis or on a per recipient basis if you wish to suppress the Fax Dispatch cover page.

When the no cover page option is selected, recipients will automatically receive a one-line information header, unless you also choose to suppress the header using the NO HEADER option.

>>>>>>>>>>>>>>>>>>
PAGE HEADER OPTION
>>>>>>>>>>>>>>>>>>

This feature provides you with the option to include a one-line information header on each page of a Fax Dispatch message. The page header contains information about the recipient, sender, posting date/time and may contain a maximum of 90 characters. If selected, the header will appear on all pages including the cover page.

Headers can be selected on a per message basis either via the new ACCOUNT setting option HEADer, or by specifying HEADER at the Handling: prompt. Headers can also be suppressed on a per message basis either via the account setting option HEADer, NO, or by specifying NO HEADER at the Handling: prompt.

The default account setting is NO, meaning no headers will be generated unless the no cover page option is selected.

Specifying HEADER or NO HEADER at the Handling: prompt will override the account setting.

On a per recipient basis, Fax Dispatch customers have the option to specify either the generation or suppression of headers using the command HEADER or NO HEADER at the TO: and/or CC: prompts. This will result in only specified fax recipients from receiving or not receiving page headers on their fax messages.

>>>>>>>>>>>>>>>>>>>>>>
OPTIONAL PAGE NUMBERING
>>>>>>>>>>>>>>>>>>>>>>

This feature provides you with the option to include page numbering on each page of a Fax Dispatch message. The page numbers will be placed within the header, if the header is also requested. However, page numbers are independent of both the header and no cover page options. When selected, page numbers will be printed on the first line of each page in the upper right hand corner. Page numbers will appear on every page, excluding the cover page.

Page numbers can be selected on a per message basis either via the new ACCOUNT setting option FAX Page No., or by specifying PAGE at the Handling: prompt. Page numbers can also be suppressed on a per message basis either via the account setting option FAX Page No., or by specifying NO PAGE at the Handling: prompt.

The default account setting is NO, meaning no page numbers will be generated. Specifying PAGE or NO PAGE at the Handling: prompt will override the account setting.

On a per recipient basis, you have the option to specify either the generation or suppression of page numbers using the command PAGE or NO PAGE at the TO: and/or CC: prompts. This will result in only specified fax recipients from receiving or not receiving page numbers on their fax messages.

Recipient level commands override handling line commands and account settings.

>>>>>>>>>>>>>>>
COMMAND SUMMARY
>>>>>>>>>>>>>>>

This is a list of the new feature commands and minimum acceptable

abbreviations for each command.

COMMAND	SMALLEST ABBREVIATION	COMMAND FUNCTION
NO COVER	NO CO	To suppress a cover page
HEADER	HEA	To select a message header
NO HEADER	NO HEA	To suppress a message header
PAGE	PAG	To select page numbering
NO PAGE	NO PA	To suppress page numbering

>>>>>>>>>>>>>>>>>>>>>>>>>>
TURNING YOUR FAX ON ITS SIDE
>>>>>>>>>>>>>>>>>>>>>>>>>>

Fax Dispatch has been enhanced again.... you can now send your faxes in either portrait (vertical) or landscape (horizontal) format!

Using the landscape layout option, you can choose to send fax messages which may contain either 123 characters per line using the standard font or 169 characters per line using the condensed character font. A landscape page may contain up to 39 lines. Additionally, this new feature provides you with the option to change between landscape and portrait page layouts on a per page basis through the use of in-text commands, /LANDSCAPE/ and /PORTRAIT/ during message creation.

To use the landscape layout feature, type the in-text command /LANDSCAPE/ or /LAND/ on a line by itself, above the text of your message. The command must appear at the beginning of the line. All text below this command will be presented in the landscape layout format, unless you also specify the command to switch to portrait page layout, /PORTRAIT/ or /PORT/ within the same message.

If the /PORTRAIT/ command is indicated within the message, this will result in a NEW page, which will be presented in portrait mode.

Note: The default mode will always be portrait unless otherwise specified. When changing between page layouts (i.e.: landscape to portrait or vice versa) a form feed will be added before the new page layout command, resulting in a new page.

You also have the option to customize your landscape fax messages with optional headers, page numbers and signature graphics. These will be placed on the page consistent with the landscape page format. At this time, letterhead graphics are not supported for landscape layout messages when /LANDSCAPE/ is selected on the first page.

The new landscape and portrait layout feature commands and their acceptable abbreviations are as follows:

COMMAND	ABBREVIATION	COMMAND FUNCTION
/LANDSCAPE/	/LAND/	To position text in landscape mode
/PORTRAIT/	/PORT/	To position text in portrait mode

An example of a Fax Dispatch message using both landscape and portrait format is:

```
Command;  Create
To:  John Doe (FAX)
Enter country of recipient.  Press RETURN if USA.
Country:
Recipient Fax No:  1-212-123-4567
Options?
Alternate Delivery?
Is this address correct (Yes or No)?  Yes

To:

Cc:

Subject:  CUSTOMIZE YOUR PAGE LAYOUTS USING FAX DISPATCH!

Text:  (Enter text or transmit file. Type / on a line by itself to end.)

This first page of the fax is in the normal portrait layout.
/LANDSCAPE/
This second page of this fax message will be sent in landscape layout format.

Handling:
Send? Yes

Command;
```

>>>>>>>>>>
POWER USER
>>>>>>>>>>

Communicating with people on via electronic mail requires that you know their "address" on the e-mail system they are using. If your correspondent is on MCI Mail, you can address him/her by either their MCI ID, their user name or their formal name. As such, sending a message to MCI Mail subscriber Bill Smith is simple - just address it to Bill Smith. If there is more than one on MCI Mail, all of the "Bill Smiths" appear, letting you pick the proper Bill Smith.

However, if Bill Smith uses another electronic mail system (especially one on INTERNET or one that has an X.400 connection to MCI Mail), knowing Bills name is not enough... you must also know additional routing information required by both INTERNET and the X.400 standards. You will have little luck guessing it - exact addressing information is required. To make matters worse, you may well find that Bill Smith does not know his own INTERNET or X.400 address!

A simple solution is for you to ask Mr. Smith to send you a message first... the envelope of the message will contain his exact e-mail address. How should it be addressed to you?

If Bill is on an INTERNET e-mail system (BITNET, etc.), have him send it to your INTERNET address:
999-9999@MCIMAIL.COM - where 999-9999 is your MCI ID.

If Bill is on an X.400 system (AT&T Mail, IBMIN, etc.) have him send it to your X.400 address:
C=US
A=MCI
S=Jones -replace Jones with YOUR last name
D=ID=999-9999 -replace 999-9999 with YOUR MCI ID

Of course, you will make life a bit easier for both Bill and yourself (and for Bill, a bit cheaper!) setting up a mailbox on MCI Mail for Bill. You can do this by typing:
CREATE USING NEWUSER
at the Command; prompt, or by sending Bills name, phone and fax numbers to mailbox 218-0241.

>>>>>>>>>>>>>>
TILL NEXT TIME
>>>>>>>>>>>>>>

Gary.....
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